

Super User Conference Call

Call on 4/24/2017

Start: 9:00 AM- End 9:35 AM

1. Take Roll Call
 - a. 31 Super Users Attend, 11 missing
2. Trainings Dates
 - a. Pilot Area: June 5-6, 2017. Two full days in Helena Training Center.
 - b. Statewide Trainings:
 - i. Training 1: August 22-23, 2017 in Helena
 - ii. Training 2: August 29-30, 2017 in Great Falls
 - iii. Training 3: September 6-7, 2017 in Billings
 - iv. Training 4: September 12-13, 2017 in Missoula
3. Training Locations
 - a. **Missoula Training:** Beaverhead, Flathead, Lake, Lincoln, Missoula, Ravalli, Sanders, CSKT WIC Agencies.
 - b. **Great Falls Training:** Cascade, Fergus, Hill, Sheridan, Teton, Blackfeet, Rocky Boy, Fort Peck WIC Agencies.
 - c. **Billings Training:** Riverstone, Custer, Dawson, Park, Valley, Crow, Norther Cheyenne, Fort Belknap, Gallatin WIC Agencies.
 - d. **Helena Training:** Overflow for agencies that were not trained at the other sites.
 - e. State Office will be flexible for trainings. If the location closest to you does not work, we will work with you.
4. How Training Sign-Ups Will Go
 - a. All pertinent staff must attend, but Super Users will have priority if space is limited.
 - b. First come, first serve on signing up for specific training dates.
 - c. Please attend the training that is closest to your agency
 - d. If space is limited, staff with certain WIC roles will be prioritized.
 - e. Lacy sent out Pilot Area training signup sheets in April, and information for statewide trainings will be sent out in June.
 - f. Each employee will need to complete the registration form.
 - g. State Office will be flexible for trainings. If the location closest to you does not work, we will work with you.
5. Training Information
 - a. Hotels: These will not be block rooms. A list with hotels at state rate will be provided.
 - b. Reimbursement forms will be given out at the training
 - c. Please travel together

6. General Reminders

- a. May want to schedule light the first few weeks of rollout
- b. May want to block off time the week before rollout for prep
 - i. Updating food packages
 - ii. Getting materials ready
 - iii. Training Staff

7. Level 3 Certs

- a. Purpose is final end-to-end POS testing for eWIC readiness.
- b. Testing normal transaction procedures, but also will test for anticipated problems.
- c. State staff take the lead, invite LARC/local participation as schedules permit.
- d. Certification visits will range from 5/22 – 6/1. Specific times based on retailer/state/local availability.
- e. Conduct L3 at 23 retailers in pilot area: Helena (7), East Helena (1), Lincoln (1), Townsend (1), Boulder (1), White Sulphur (2), Whitehall (1), Butte (4), Deer Lodge (2), Anaconda (2), Augusta (1)

8. Retailer Training Plan

- a. Training Conducted Using:
 - i. Memos: 5/5/17, 5/12/17, 5/26/17
 - ii. Conference calls- Pilot call 5/26/17, Statewide in late June and Late August
 - iii. In person during L3 certs- 5/22/17-6/1/17

9. Retailer Training Topics

- a. PLU mapping requirement
- b. Process for submitting UPC for review
- c. APL available for system testing
- d. Explain “rolling MAR”
- e. Detail steps of the transaction
- f. Retailer contract amendments to reflect eWIC
- g. Policy requirements for POS fees and maintenance
- h. In-store training responsibilities
- i. Troubleshooting POS issues, who to call with which types of issues

10. Questions

- a. What upgrades will the clinics need (i.e. equipment)
 - i. The card scanner will be the only equipment
 - ii. USB port on the computer is connection
 - iii. If your computer does not have any more USB ports, contact the state office to let us know.
 - iv. Not sure when or how many will be delivered to the clinics.
- b. What will the clinics give to the participants at the appointments? Will there be new booklets?

- i. There will be a new food booklet and Cardholder
 - 1. The food list will be bigger and have a lot of information in it
 - 2. Cardholder will be small and fit in a wallet. Will have how to set a PIN, what to do if the card is lost, etc.
 - ii. No signature anymore, it will now be a PIN
- c. Are you still planning on state wide roll out the 14th of September?
 - i. Yes, at this time we are still on track
- d. When will the new participant video come out?
 - i. We are thinking that it will not be ready by pilot but for sure by roll out.
- e. If participants are scanning a whole cart of groceries, how are they going to know what came off (WIC items)
 - i. This process will be different in every store.
 - ii. Locals will really need to train participants and state staff will train the stores, that the WIC card MUST be scanned first.
 - iii. One of the training items that will be covered with the stores is, reviewing all WIC items that have been removed.
 - iv. If there is a WIC item that is not scanning, we cannot fix that immediately. There are a several steps that need to be done at the state and then the store needs to update their systems.
- f. What if they don't have a phone and they get a card and want to go shopping right away?
 - i. This is why we asked about kiosks earlier. We are hoping that the local clinics will aid the participants in setting up a PIN. This does not have to happen on a cell phone. The participants can call or go to the website and set one up.
 - ii. They have to have a PIN before they can shop.
- g. On the card, do they need to sign the back? Also, what is the security with the cards, specifically if someone is using three WIC cards at one time?
 - i. No signature on the back. The PIN is the identification.
 - ii. This is tricky. On one hand if someone did come up to the checkout with three cards, it would be suspicious. There is not much we can do.
 - iii. If two separate WIC participants have the same proxy and they both give their cards and PIN to that same person. That is allowed.
- h. What apps/website will be available for the participants to use to see their account balance?
 - i. There will be three options: WIC Shopper (app), on the bottom of the receipts it will show the remaining balance for the household, Solutran will have a participant portal where they can log in, and there are reports in M-Spirit.
- j. What happens if a child goes to foster care? What will happen with the benefits if the child is in a household with other WIC participants?
 - i. Foster placement is tricky. This is covered in depth in the training. There is a CGS that you will use with foster care. You will remove child from current household, place into a new household, assign a new card, and issue new benefits. You will send a letter to family stating please do not use benefits.

11. **Future Super User Calls:** Usually the last Monday of the month. All calls will be recorded and held at 9:00AM. Scheduled calls include:

- a. May 22, 2017
- b. June 26, 2017
- c. July 31, 2017
- d. August 28, 2017
- e. September 25, 2017